

**DCSS P3 PROGRAM
CASE PROCESSING WORKGROUP
SEPTEMBER 22, 2000 MEETING
MEETING SUMMARY**

A. GENERAL

On Friday, September 22, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Program, Case Processing Workgroup held its sixth official session in Sacramento. The following members attended:

- ☒ Jacinta Arteaga, County Analyst (Sup. FSO, San Mateo County)
- ☒ Barbara Catlow, County Co-leader (Asst. Director, LA County)
- ☒ Louanne Declusin, DCSS Co-leader (DCSS Cty Review Analyst)
- ☒ Denenholz, Judicial Council (Commissioner, Sonoma County)
- ☒ Linda English, DCSS Analyst (DCSS Policy Analyst)
- ☒ Laurye Gage, FTB (CAMP)
- ☒ Marta James, FTB (CCSAS Info Sys Analyst)
- ☐ Rita Mah, Judicial Council (Family Law Facilitator, San Mateo County)
- ☒ Kim Mel, Small County (Sup. DDA, Santa Cruz County)
- ☒ Mary O'Hare-Teich, Large County (Prog. Specialist, Alameda County)
- ☐ Pam Pankey, FTB (CCSAS Child Sup. Specialist)
- ☐ Pat Pianko, OCSE (Region 9)
- ☒ Shirley Roberts, Scribe, SEIU (Sr. FSO, Ventura County)
- ☐ John Schambre, OCSE (Region 9)
- ☒ Jenny Skoble, Advocate (Harriett Buhai Center)
- ☒ Melanie Snider, Advocate (ACES, Legal Director)
- ☒ Pat Solomon, Medium County (Sr. FSO, Ventura County)

Attending *ex officio* were:

- ☐ Kathie LaLonde, Facilitator (SRA International)

This meeting summary highlights points covered, material discussed, decisions made, and follow-up tasks for forthcoming sessions. Comments and corrections should be addressed to scribe Shirley Roberts at shirley.roberts@mail.co.ventura.ca.us.

B. REVIEW OF LAST MEETING'S MINUTES AND MISCELLANEOUS ITEMS

Louanne Declusin opened the meeting and asked for a report on the Judicial Council forum held September 21. Cynthia Denenholz and Rita Mah attended. Cynthia updated the Workgroup on questions asked at the forum and provided copies to the other Case Processing Workgroup members.

The Workgroup recommends there be some resolution to the duplicate case transfer process as it is too cumbersome as it currently stands. There is a need to make the

process easier and have all counties follow the same standards, thereby eliminating duplicate cases in various counties.

Linda English provided copies of the administrative genetic test order for review. The Workgroup recommends the genetic testing process be done by a Buckel swab test rather than a blood draw whenever possible.

C. TODAY'S AGENDA ITEMS

- Discuss the Draft Final Report being prepared by Linda English, Louanne Declusin, and Barbara Catlow
- Review the Case Processing workflow narrative prepared by Laurye Gage and Marta James for corrections/changes
- Complete the genetic testing process.
- Discuss and review Barbara Catlow's updated default process procedures and form
- Discuss and review the Locate best practices for inclusion in the workflow narrative (Jacinta Arteaga)

D. DRAFT FINAL REPORT

Linda English and Barbara Catlow prepared the draft for the long report and distributed copies to the Workgroup members.

The group discussed the acknowledgment and the workgroup membership pages. Barbara Catlow will prepare the executive summary. The group recommended some changes to the draft report, which will be made by Linda English and Pat Solomon and forwarded to the group for review by Tuesday morning, September 26.

E. CASE PROCESSING WORKFLOW NARRATIVE

Laurye Gage and Marta James distributed copies of the updated workflow narrative for discussion and requested corrections/changes be made by the group as follows:

Amended Proposed Judgment

Cynthia suggested setting a guideline percentage of income change before requiring preparation of an APJ. The members agreed that both legislative and policy changes are needed. A best practice recommendation by the group is as follows:

Unanimous Opinion: An amended proposed judgment will only be processed and served if the income information would change the support amount by 20% or \$50, whichever is greater.

Allowance of hardships by LCSAs

The Workgroup made the following recommendation:

Majority Opinion: A legislative change is needed amending FC 4072 to allow IV-D agencies, as well as the courts, to use hardship deductions.

Minority Opinion: IV-D agencies should not be allowed to calculate hardship deductions.

Establishment of genetic testing

Jacinta Arteaga will work on the Establishment process for Genetic Testing and update the workflow narrative.

F. DEFAULT PROCESS

Barbara Catlow presented an updated default order procedures packet to the Workgroup, including copies of the default forms.

Forms to be included in the default packet to court are:

1. Proof of service
2. Request to enter default (without defendant's address)
3. Judgment regarding parental obligations (Judicial Council form 1299.13)
4. Notice of rights and responsibilities (Judicial Council form 1285.78)
5. Information on changing a child support order (Judicial Council form 1285.79)
6. Guideline worksheet for current and/or retroactive child support
7. Declaration for default or uncontested judgment (Judicial Council form 1298.085)
8. Notice of entry of judgment by default (without defendant's address, Judicial Council form 1299.16)

G. NCP's SERVICE ADDRESS

Discussion took place on whether to provide the NCP's service address for the S&C to the judicial officer. Cynthia states some counties put the NCP proof of service with address in a sealed envelope and provide it to the court. Kim Mel states it is a confidential envelope containing addresses for default POS. Linda said (per WIC 11.478.1b3) that counties are not required by law to provide the address to the court. A vote was held for a recommendation on this process.

Majority Opinion: Do not have to provide actual service address of NCP in sealed envelope to the court. It will be kept by the LCSA.

Minority Opinion: Provide the address to the court in a sealed envelope.

H Locate BEST PRACTICES

Jacinta Arteaga distributed copies of the Locate best practices to the Workgroup for review. After discussion, the following recommendations were made:

Ensure that all counties have access to the internet.

- Automate postmaster and employer letters wherever possible.

- If necessary, request copies of the NCP's income tax returns from the FTB.
- Automate interfaces with Meds, DMV, and CJIS.
- Narrow the search criteria currently in use by the State Utilities Match System (SUMS).

Jacinta will update the Locate best practices sheet and include in the workflow narrative.

I. ANCILLARY (PARKING LOT) ISSUES

None.

J. ACTION ITEMS/HOMEWORK ASSIGNMENTS FOR NEXT SESSION

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
Bring questionnaires, review guide, flow charts, statistical reports, CS157	7/14/00	L. Declusin	7/21/00	7/21/00	Done
Bring compiled statistical reports by county size (small, medium and large), interstate best practices FSD letter	7/14/00	L.English	7/21/00	7/21/00	Done
Bring CDAA family support officer college blue binder including flow chart	7/14/00	J. Arteaga	7/21/00	7/21/00	Done
Review FTB information to share with Workgroup re case processing and systems information	7/14/00	Marta James	7/21/00	7/21/00	Done
Bring post-it notes in various colors, markers, all copies of handouts (20 ea)	7/14/00	K. Lalonde	7/21/00	8/18/00	Done
Bring reports, matrices, graphics, and charts specific to case processing practices	7/14/00	K. Lalonde, L. English and OCSE rep	7/21/00	8/18/00	Done
Anyone with access to flow charts and compliance time frame charts is asked to bring them to the next meeting	7/14/00	All committee members	7/21/00	8/18/00	Done
Case review checklist, flow chart	7/14/00	P. Solomon	7/21/00		Done
Discuss freeing up the state Workgroup member's time for the P3 project	7/14/00	P. Jensen and K. Lalonde	7/21/00	8/4/00	Request made
Obtain time frames and compliance information	7/14/00	Federal Reps	7/21/00		Done
Get 20 copies of the CFRs	7/14/00	K. Lalonde	7/21/00	8/4/00	Print from web site
Need information on CAMP duties	7/14/00	FTB Reps	7/21/00	8/4/00	Done
Delegate responsibilities for the processing categories	7/14/00	Group	7/21/00	8/4/00	Done
Coordinate with other groups on their actions	7/14/00	Group	7/21/00	8/4/00	Done
Develop a strawman flow chart for Intake, Locate, and Establishment functions and fax to members when ready. This will enable the members to come up with the necessary details for each function before the next meeting.	7/21/00	L. English and M. O'Hare-Teich	8/11/00	8/11/00	Done

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
Get information on the posters needed for the next meeting to Mary O'Hare-Teich	7/21/00	K. Lalonde	8/11/00	8/4/00	Posters done
Get copies of the 1999 CFRs for members (18)	7/21/00	K. Lalonde	8/11/00	8/4/00	Print from web site
Read the material handed out in the meeting and be prepared to discuss details for the functional categories and sub-categories	7/21/00	All	8/11/00		In process
Look up legal requirements for case processing	8/11/00	J. Skoble	8/25/00	8/25/00	Done
Analyze SC1410 material (county best practices) and document automated/manual Locate and Establishment procedures	8/11/00	J. Arteaga	8/25/00	8/25/00	Done
Analyze Compendium of State Best Practices related to CP and document best practices	8/11/00	C. Denenholz	8/25/00	8/25/00	Done
Analyze Peggy Jensen's material related to CP and document best practices	8/11/00	J. Arteaga	8/25/00	8/25/00	Done
Review other team notes for issues and provide summary to team	8/11/00	L. English	8/25/00	8/25/00	Done
Document process for filing Summons & Complaint (and any other related proceedings)	8/11/00	D. Denenholz, K. Mel and J. Arteaga	8/25/00	8/25/00	Done
Document process for Service & Notice and prior notice to NCP before serving	8/11/00	L. English M. Snider	8/25/00	8/25/00	Done
Document process for default judgments	8/11/00	J. Skoble and B. Catlow	8/25/00	8/25/00	Done
Document process for blood tests and contested judgments	8/11/00	S. Roberts and P. Solomon	8/25/00	8/25/00	Done
Update case workflow documents	8/11/00	M. O'Hare-Teich	8/25/00	8/25/00	Done
Document workflow narratives	8/11/00	L. Gage	8/25/00	8/25/00	Done
Read best practices for CP (Jacinta and Cynthia's documents). Delete any information that does not meet best practices criteria.	8/25/00	Team	9/8/00	9/8/00	Done
Distribute summary document from 8/24 Steering Com meeting and any outstanding meeting minutes.	8/25/00	K. LaLonde	9/8/00	9/8/00	Done
Research interstate issue	8/225/00	L. English	9/8/00	9/8/00	Done
Bring county forms for NCP Income/Expense Declaration, and Paternity documents	8/25/00	J. Arteaga and P. Solomon	9/8/00	9/8/00	Done
Add time frames, legal codes, and updates to narratives document	8/25/00	L. Gage	9/8/00	9/8/00	Done
Bring Summons & Complaint containing statement on blood tests	8/25/00	P. Solomon	9/8/00	9/8/00	Done
Create agenda for next meeting. Jacinta to pick up and bring to next meeting	8/25/00	M. O'Hare-Teich	9/8/00	9/8/00	Done
Update the "Suggested Best Case Processing Practices" document	8/25/00	D. Denenholz	9/8/00	9/8/00	Done

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
Send digitized voice information to Kathie	8/25/00	M. O'Hare-Teich	9/8/00		
Locate judicial form number for the simplified financial information form and pass on to Laurie Gage	9/8/00	?	9/14/00	9/14/00	Done
Add the following comment to the flow charts. "This flow depicts the actions the team has determined need to occur on each case. Depending on the interim system the counties are using, the steps in which the county takes these actions may vary."	9/8/00	M. O'Hare-Teich	9/14/00	9/14/00	Done
Update flows after matrices are complete	9/8/00	M. O'Hare-Teich	9/14/00		
Scan Ventura forms. Form #1 is the declaration of paternity and child; #2 is the declaration of child support	9/8/00	K. LaLonde	9/14/00		
Update the Intake and Establishment matrices	9/8/00	L. Gage and M. James	9/14/00	9/14/00	Done
Bring the form for advising CP that LCSA will not enforce order for % ratio of health care or child care.	9/8/00	J. Arteaga	9/14/00		
Put together drafts of the Short Report and Draft Final Report	9/8/00	L. English, L. Declusin, B. Catlow	9/14/00	9/14/00	Done
Review and respond to report drafts	9/8/00	Group	9/14/00	9/14/00	Done
Find out if matrices can be passed out in the non-public sessions on 9/21/00	9/8/00	K. LaLonde	9/14/00	9/14/00	Done
Contact IV-A agency to see if there is a committee to revise the 2.1 form	9/8/00	L. English	9/14/00		
Update action item from 9/8 meeting - change language on flow charts to read "This flow chart depicts the Case Processing Team Best Practices. Depending on the interim system the counties are using, the implementation of these best practices may vary."	9/14/00	M. O'Hare-Teich	9/22/00		
Send updates on the following proposals re: Establishment (Cynthia), Service (Linda), Paternity testing (Pat), Establishment of default orders (Barbara). Note: These documents should have any best practices, recommendations, and legal codes clearly marked for easy incorporation into the matrix.	9/14/00	C. Denenholz L. English P. Solomon B. Catlow	9/22/00		
Update matrix and send to team by 10:00 a.m. on 9/18/00	9/14/00	L. Gage and M. James	9/18/00	9/18/00	Done
Research federal administrative genetic test order	9/14/00	L. English	9/22/00	9/22/00	Done
Bring genetic test stipulation used by counties if an order already exists	9/14/00	Group	9/22/00		

Action Item	Date Recorded	Assignee	Date Due	Date Closed	Resolution
Research information on use of motion to compel: does NCP have to file a motion?	9/14/00	S. Roberts	9/22/00	9/22/00	Done
Bring default packet forms	9/14/00	P. Solomon	9/22/00	9/22/00	Done

K. NEXT MEETING

The final Workgroup session will take place on October 20, 2000.